

Mr Shantanu Narayen
President and Chief Executive Officer
Adobe Systems Incorporated
345 Park Avenue
San Jose, CA 95110-2704
USA

Brussels, 24 May 2012

Dear Mr Shantanu Narayen,

Adobe's products are widely used for their convenience and efficiency. Nevertheless, the European users and trust industry face difficulties with the way Adobe integrates root certificates in its products. The high quality of the certificates issued by European Certification Service Providers (CSPs) is recognised by public administrations and among enterprises as a result of strict supervision rules imposed by Directive 1999/93/EC on e-Signature. However, Adobe still for the vast majority of EU supervised CSPs flags a problem when such certificates are used in conjunction with its products.

That approach has a detrimental effect on the shift from material to dematerialized document exchanges in Europe. It undermines users' trust and slows down the adoption of e-Signature and ancillary trust services. Moreover, it undermines the huge effort by the European Union to develop a trust list of CSPs that aims to foster the cross-recognition of certificates across Europe (which became the recognised standard ETSI TS 102 231).

We therefore urge you to recognize the value of the EU trusted list of CSPs and to tackle this issue as a matter of priority in the update of your products in order to achieve their full suitability to verify signed documents supported by certificates issued by EU supervised CSPs. We strongly suggest that Adobe supports both EU "advanced" electronic signatures without use of a pre-approved secure-signature-creation-device (SSCD) and "qualified" signatures for which such an SSCD is required.

Adobe has a strong track record of cooperating with European stakeholders in the electronic signature and trust sector. An excellent example of such cooperation is Adobe's commitment in PDF Advanced Electronic Signature (PAdES) standardization within the ETSI, which is a fundamental step forwards in the recognition of PAdES as one of the signature formats officially recognized by the European Commission. We greatly appreciate Adobe's

efforts on this issue and we trust that we can achieve the same level of effective cooperation in relation to Adobe's integration of root certificates issued by EU supervised CSPs.

We urge Adobe to continue work with ETSI on its ongoing standardisation relating to the EU trusted list and its application, and to carry this forward to direct support for the EU trusted list within its products without delay.

Yours sincerely,

The full list of the signatories is as below. That list will be regularly updated as we continue to receive letters of concerns.

Community of users

Assembly of French Chambers of Commerce and Industry, France

EUROCHAMBRES, EU-wide association based in Brussels

Romanian Chambers of Commerce, Romania

UEAPME, EU-wide association based in Brussels

Wirtschaftskammer Österreich (Austrian Economic Chambers), Austria

To be updated (...)

Community of trust industries

AC Firmaprofesional, Spain

Adacom, Greece

AlfaTrust Certification SA, Romania

Ascertia, United Kingdom

A-Trust, Austria

AuthentiDate International AG, Germany

Business Card Associates, France

Camerfirma, Spain

ChamberSign, EU-wide association based in Brussels

Chambersign France, France

ClubPSCO, France

Comité de Liaison pour les Échanges Électroniques Professionnels, France

Digital Trust and Compliance Europe, EU-wide association based in Brussels

Dr. Otto Mueller Consulting, Switzerland

EMT (TeliaSonera), Estonia

Hub2Hub, Italy

InfoCamere, Italy

ID Cyber-Identity Ltd, Switzerland

InfoCert, Italy

Isigma Asesoría Tecnológica, Spain

Izenpe, Spain

Lex Persona, France
LuxTrust, Luxembourg
NetCom (TeliaSonera), Norway
Omnitel (TeliaSonera), Lithuania
PTS Unterelbe Consulting, Germany
SK (AS Sertifitseerimiskeskus, Certification Centre), Estonia
SSC (Skaitmeninio sertifikavimo centras), Lithuania
Sonera (TeliaSonera), Finland
Telia (TeliaSonera), Sweden
Telia (TeliaSonera), Denmark
Thales e-Security, United Kingdom
Trans Sped, Romania
TrustWeaver AB, Sweden
To be updated (...)

Public administrations

Center of registers, Lithuania
DigitPA, Italy
Polish Ministry of Economy
To be updated (...)

Coordination: Vincent Tilman, EUROCHAMBRES/ChamberSign, info@chambersign.com

Please note that the certificate used in signing this PDF document is purely illustrative.

CC: Jace Johnson, Vice President, Government Affairs & Public Policy
John Joliffe, Senior Manager, European Government Affairs
Leonard Rosenthol, PDF Architect & representative to ETSI/ESI